Business and Employer Services Team
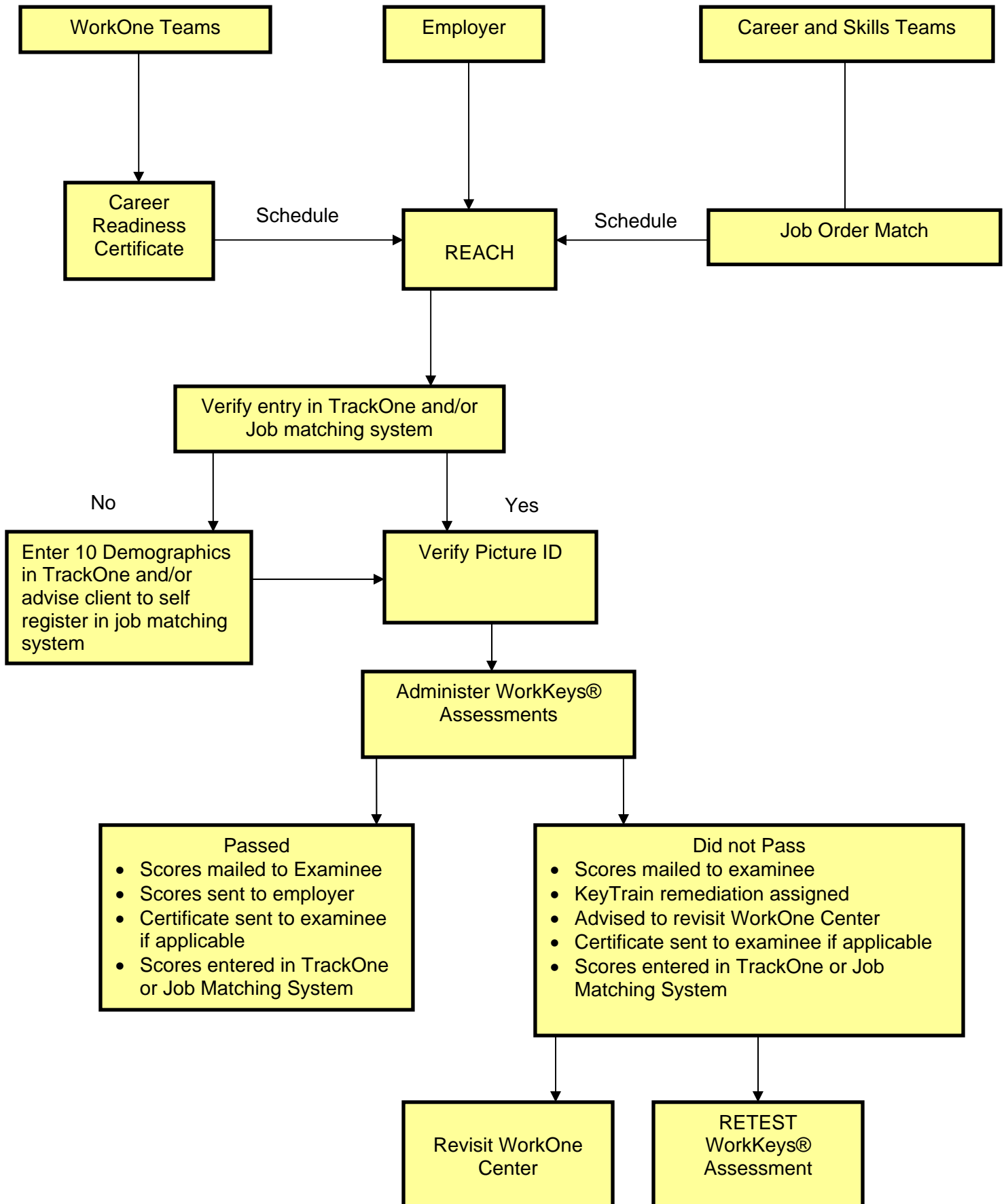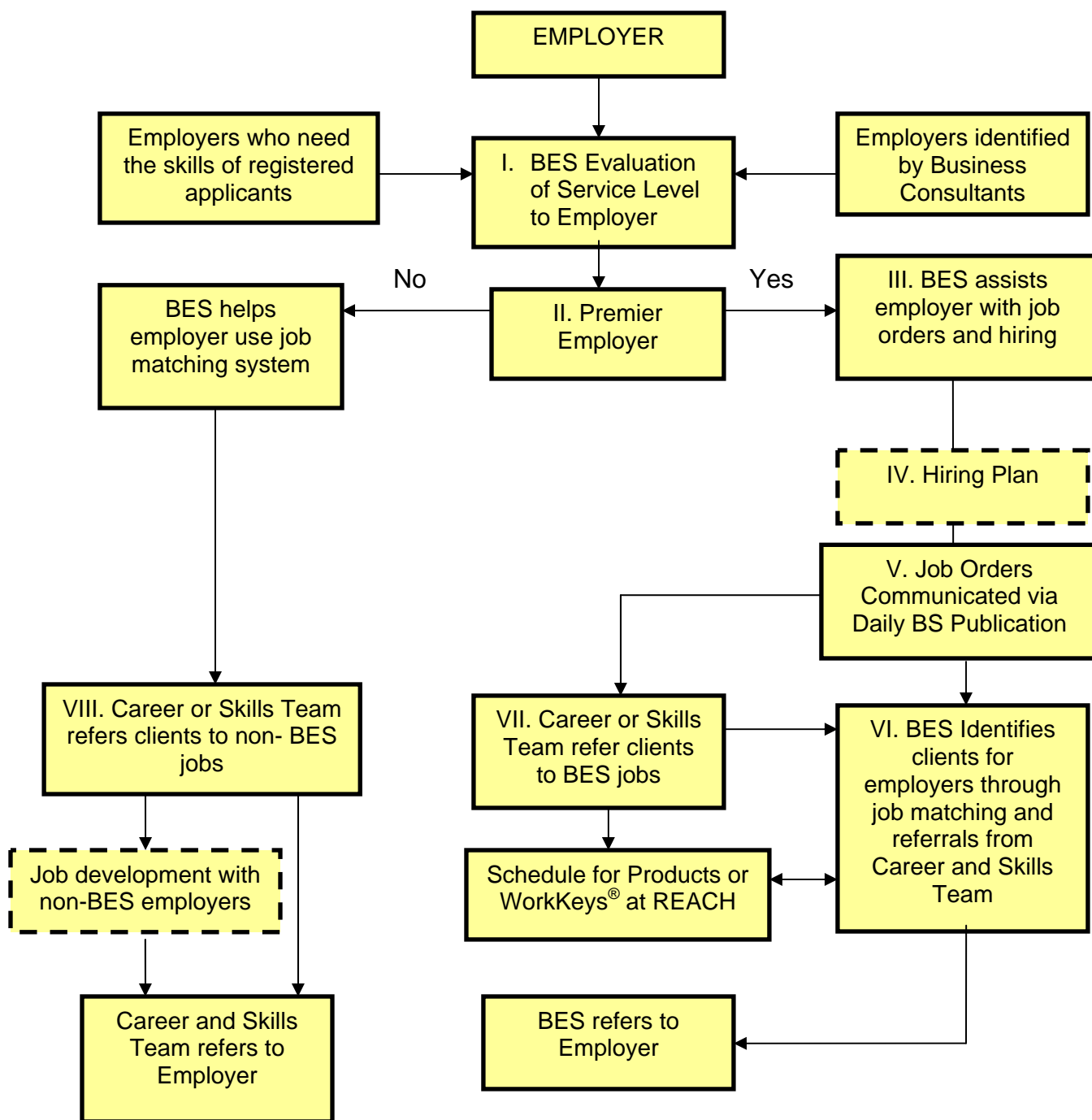
Mission Statement

We connect employers to a skilled workforce

REACH Center Flow

```
WorkOne Teams              Employer              Career and Skills Teams

       │                      │                            │
       ▼                      │                            │
  Career                      │                            │
  Readiness  ──Schedule──▶  REACH  ◀──Schedule──   Job Order Match
  Certificate
                              │
                              ▼
              Verify entry in TrackOne and/or
                   Job matching system

       No                                    Yes
       │                                      │
       ▼                                      ▼
  Enter 10 Demographics              Verify Picture ID
  in TrackOne and/or    ──────────▶
  advise client to self
  register in job matching
  system
                                              │
                                              ▼
                                   Administer WorkKeys®
                                      Assessments
```

Passed
- Scores mailed to Examinee
- Scores sent to employer
- Certificate sent to examinee if applicable
- Scores entered in TrackOne or Job Matching System

Did not Pass
- Scores mailed to examinee
- KeyTrain remediation assigned
- Advised to revisit WorkOne Center
- Certificate sent to examinee if applicable
- Scores entered in TrackOne or Job Matching System

Revisit WorkOne Center

RETEST WorkKeys® Assessment

```
                            ┌──────────────────┐
                            │    EMPLOYER      │
                            └──────────────────┘
                                     │
                                     ▼
┌──────────────────┐        ┌──────────────────┐        ┌──────────────────┐
│ Employers who    │        │ I.  BES Evaluation│        │ Employers        │
│ need the skills  │───────▶│ of Service Level │◀───────│ identified by    │
│ of registered    │        │ to Employer      │        │ Business         │
│ applicants       │        │                  │        │ Consultants      │
└──────────────────┘        └──────────────────┘        └──────────────────┘
                                     │
              No                     ▼                Yes
┌──────────────────┐        ┌──────────────────┐        ┌──────────────────┐
│ BES helps        │◀───────│ II. Premier      │───────▶│ III. BES assists │
│ employer use job │        │ Employer         │        │ employer with job│
│ matching system  │        │                  │        │ orders and hiring│
└──────────────────┘        └──────────────────┘        └──────────────────┘
```

I. BES Evaluation of Service Level to Employer

Employers who need the skills of registered applicants

Employers identified by Business Consultants

No — BES helps employer use job matching system

II. Premier Employer

Yes — III. BES assists employer with job orders and hiring

IV. Hiring Plan

V. Job Orders Communicated via Daily BS Publication

VIII. Career or Skills Team refers clients to non- BES jobs

VII. Career or Skills Team refer clients to BES jobs

VI. BES Identifies clients for employers through job matching and referrals from Career and Skills Team

Job development with non-BES employers

Schedule for Products or WorkKeys® at REACH

Career and Skills Team refers to Employer

BES refers to Employer

FUNCTIONAL RESPONSIBILITIES

Business Services

- Gather business intelligence and compile data
- Provide information about workforce related topics and services to companies and make appropriate referrals
- Promote participation in WorkOne business and employer services and provide assistance in accessing those services
- Serve as an intermediary to other economic development activities and entities –
- Manage a portfolio of companies and collaborate with other Team members to assure high quality service and appropriate follow up
- Provide feedback to WorkOne about regional skills gaps, product development, and evaluation of companies for services
- Work with local and regional economic development professionals in business retention, and expansion activities as needed.
- Support other Teams as needed

Employer Services

- Provide daily communications to WorkOne and WorkOne Express concerning employment opportunities.
- Advance the WorkOne primary goal of transition to a business driven system by providing research, development, coordination and implementation of business and employer services
- Promote employer services products and monitors the implementation of those products for specific employers.
- Provide Company Showcasing to WorkKeys® employers at the REACH centers and promote the availability of this service as an enhanced business service.
- Manage job orders from participating employers in job matching computer system, subject to changes in job matching system.
- Work collaboratively with Skills Development and Career Advancement Teams with implementation and management of On the Job Training Scholarships and/or Internships
- Administer assessment products other than WorkKeys® such as Soft Skills Assessments and Employment Verification as requested by participating employers
- Prepare Hiring Plans with participating employers
- Assist employers on job matching system

- Assures adequate job opportunities and products to meet the needs of the WorkOne job applicant pool
- Makes arrangements for employer services related products such as customized recruitment events
- Support other Teams as needed (e.g. rapid response)

REACH Center Administration

- Facilitate assessments for employers to screen for hiring purposes, recognize advance skills of incumbent workers for promotional purposes and identify skill gaps for additional training for incumbent workers.
- Facilitate WorkKeys® assessments for job seekers to obtain WorkKeys® Career Readiness Certificate.
- Maintain databases: TrackOne, CS3, Access
- Greet customers in a friendly, welcoming and professional manner, and direct them and respond to all questions appropriately
- Maintain WorkKeys® assessments schedule to accommodate all WorkKeys® employers and Career Readiness Certificate examinees; also schedule for other assessments.
- Score WorkKeys® assessments in a timely manner.
- Deliver WorkKeys® scores to employers and examinees in a timely manner.
- Maintain WorkKeys® assessments inventory and return WorkKeys® assessment supplies according to ACT guidelines.
- Maintain knowledge of employers current needs from the skilled workforce and the WorkKeys® requirements for those open positions.
- Maintain master list of all WorkKeys® scores for Region 4.
- Utilize remediation tools for WorkKeys® examinees.
- Support other Teams as needed

BUSINESS SERVICES OVERVIEW

Economic & Workforce Development Elements
Overview:
Work with other economic development partners to support the attraction, growth, and retention of businesses that bring wealth and provide jobs to the region

- Utilize business intelligence to identify the current economic life cycle of regional businesses.

- Provide information to and work with LEDOs and others working on attraction and retention projects concerning skills of the workforce in the region and potential recruitment and training services available.

- Support WIRED efforts to promote regional economic development by assisting with WIRED functions and providing information about WIRED initiatives to regional entities.

- Make presentations to business and trade organizations regarding the workforce related topics and services.

- Promote supportive programs such as Project Lead the Way, Business and Professional Exchange, and the Clean Energy Forums.

- Lend support to employers in developing regional networks.

- Develop relationships with other economic development organizations such as LEDO organizations, Chambers of Commerce, Human Resources Organizations, IEDA, etc.

- Encourage entrepreneurship by working with SBDC, Certified Technology Parks, and similar organizations

- Attend programs or meetings and maintain relationships with related state agencies.

Business Intelligence Elements
Overview:
Compile / gather business Intelligence to better understand hiring needs as well as other requirements of businesses for development of potential solutions.

- Identify with LEDO's, companies to be contacted for visits.

- Visit companies regularly to learn about their workforce needs and gather information for business retention and expansion activities by LEDOs

- Enter and update data in the Executive Pulse database and run relevant reports aggregating data to determine needs and trends

- Manage portfolios of businesses visited for the updating data and following up on referral from visits

- Subscribe to News Groups for current business and economic information.

- Use available data such as Info USA, WITS, Harris, EMSI, Hoosiers by the Numbers, and SBRC for data on individual companies and regional and business sector trends.

Business Resource Elements
Overview:
Promote and provide assistance for WorkOne and other business and employer services.

- Disseminate information about programs and resources through direct visits with companies.

- Follow-up and maintain direct contact with companies regarding their needs.

- Assist companies with grant applications for WorkOne programs such as WorkKeys®, TAG, Work Ethics

- Communicate program success stories and their value.

- Support provider events introducing services to companies.

- Develop and maintain Business Resource Guide and maintain links to other resource guides.

- Arrange employer seminars on economic development and workforce topics of interest to companies.

- Make presentations to business and trade organizations about training programs and other available products and resources.

- Make referrals and connect employers to other programs and resources where appropriate.

- Maintain information about providers and training programs such as Ivy Tech, MSSC, Six Sigma, Technical Assistance Program, and other programs relevant to needs of employers

Evaluation and Feedback Elements
Overview
Provide feedback from companies regarding regional skill gaps, product development, and evaluation of companies to WorkOne and TAP

- Use business intelligence to develop information about regional skill needs and gaps.

- Recommend products that are being requested by employers and/or conduct focus groups/research about interest in proposed products

- Evaluate companies for suitability for different levels of employer services based on business intelligence in collaboration with other Team members

- Develop information about services that may be brokered to interested companies if not offered directly

Business and Employer Services Team   Revised: 02/28/08   Effective:

EMPLOYER SERVICES OVERVIEW

Outreach Elements
Overview:
Promotes WorkOne employer services products to meet needs of targeted companies and provide job opportunities for applicants screened through WorkOne

- Make available a Resource Kit outlining the products and services available to employers.

- Ensure that all staff are knowledgeable of all services available to employers. Electronically communicate any updates in a timely manner.

- Every employer receiving any level of service from the REACH Center will receive information about ALL services available to them.

- Contact targeted companies identified with business consultants to discuss recruitment services offered by WorkOne and develop a Hiring Plan

Communication Elements
Overview
Communication from BES Team to WorkOne Center

- Communication to all Teams on a daily basis (Daily BS) – BES TEAM staff will send daily updates. This will be sent out each morning to all Teams. This email will give updates of new job orders, upcoming recruitment events, new products and any updates from employers regarding current job orders.

- Job Orders will also serve as communication regarding jobs posted through WorkOne and other systems. Job Orders will contain specific instructions to aid Career and Skills Team Members in referring qualified applicants for that position. It will give details about any additional requirements (e.g. WorkKeys$^{®}$).

- Information about employers hiring through Hiring Plan programs will be communicated to the Careers and Skills Team for possible referrals. Referrals to employers for these programs must meet all employer-mandated criteria and will be subject to further screening by BES TEAM members.

- TrackOne will be the communication tool for entered employment. When BES TEAM are advised of any hires by the employer they will indicate that information in a case note.

- Master Scheduling – All scheduling will occur on the scheduling system. All new products will be posted on the master schedule. All WorkKeys$^{®}$ assessment sessions will be scheduled through the Master Schedule. All Team members will be able to access the master schedule and will schedule qualified clients to products available.

<u>Company Showcasing Elements</u>
Overview
Provide Company Showcasing to the employers who have demonstrated commitment to the WorkOne system by at least utilizing WorkKeys® profiling and WorkKeys® assessment services

- Contact employers to visit REACH CENTER to maximize on the marketing of the company showcasing availability at REACH CENTER.

- When an employer meets the qualifications for this service, REACH Center staff will coordinate the display utilizing company marketing materials and other appropriate media displaying the company's products and successes.

- All displays will include the WorkKeys® scores required to be considered for employment by that company.

- At the request of a showcased company that is hiring, a "now hiring" sign will be posted as part of their showcase including the steps to take to apply for employment with that employer.

- Vacant showcases will display an availability sign inviting non-showcased employers to participate.

- BES Team will contact selected nonparticipating WorkKeys® companies/employers by telephone, email, or by letter, inviting them to visit the REACH CENTER to see how participating companies are showcased and utilize the opportunity to promote and market WorkKeys® Assessment Testing.

- Explain WorkOne Services and promote utilizing the WorkKeys Assessment Testing to ensure the candidate referred to their company has adequate math, reading, Teamwork and observation skills.

- Contact existing Employers/Companies who are pleased with the success of the WorkKeys® Assessments and ask permission if we may quote them. Use this Quote in writing in Marketing Materials.

- Showcased Companies will be marketed to all Job Candidates assessed in the REACH Center.

Job Order and Hiring Plan Process

Overview:

Companies will be assisted in learning how to use the new job matching system. Further assistance in job matching, recruitment, screening, and interviewing will be offered to premier companies (see flow chart on page 4).

I. BES Evaluation of Service Level to Employer

Companies will be evaluated for different levels of service by business consultants in collaboration with other BES Team members. Factors to be considered include business sector, wage rate, and occupations. This evaluation will also take into account:

- business intelligence
- economic development information
- information about the WorkOne applicant pool
- labor market information
- participation in other WorkOne programs

II. BES Team determine premium Employers

All job order requests from companies will be referred to the BES Team. BES Team members will take one or more of the following actions depending on the level of service determination, which will occur in every case. Level of service will be determined within 24 hours for companies not previously listed. The actions include:

- refer to vet rep staff for handling as needed
- assist the company in learning how to use the job matching system on their own
- follow the Hiring Plan which includes additional services, or if not yet fully developed, take steps to meet immediate hiring needs

III. Assists Employer with Job Orders and Hiring

Premium employers will be given assistance in learning how to use the job matching system and will be given further assistance in actually placing the order and in recruitment for the position, including services as selected by the employer within BES guidelines such as who to contact

- interview assistance
- screening and referral
- WorkKeys® assessment
- employment verification
- additional assessments
- customized recruitment events
- information events

IV. Hiring Plan

Services selected by premier employers will be incorporated into a written Hiring Plan. Full plans will be developed over time in working with a company and are not necessary in responding to initial hiring requests or job orders. Plans will incorporate specific criteria and procedures set by the employer and may include the following:

- who to contact
- interviewing procedures and preferences
- any screening needed, including WorkKeys®
- data for job orders including positions and rate of pay
- job products needed or wanted
- next steps

Business and Employer Services Team   Revised: 02/28/08   Effective:

- free advertising by WorkOne if no suitable applicants are identified

V. Job Orders Communicated through Daily BS

Any job orders facilitated by BES Team will be entered within 24-48 hours of the initial contact by the company. To ensure that Veteran's Preference is observed, the job order will be placed on hold for at least 24 hrs in order for a Veteran's Search to be run. After Veteran preference is observed, the job order will be worked by the BES Team and also will be communicated to the other Teams through *The Daily BS* as described in the Communication section above (see page 11).

VI. BES Identifies Clients through Job Orders

Applicants selected by the BES Team will be notified through a system generated e-mail of the next step in the hiring process depending on the Plan developed with the company. Typical next steps might include the following

- Scheduled for WorkKeys$^®$ assessments
- Invited to informational session about the company
- Invited to an "invitation-only" recruitment event for selected companies
- Asked to participate in further screening

VII. Career or Skills Team Refer Clients to BES Jobs

Career or Skills Team members may know clients who would be good potential applicants for opportunities listed in the *Daily BS* or job orders placed by premier employers. Career or Skills Team members will notify identified clients of the next step specified in the *Daily BS* or the job order.

A. *If the next step involves a* WorkKeys$^®$ *assessment or other WorkOne Product* and if the client is interested and meets any other qualifications listed. the Career or Skills Team member may go ahead and schedule the client through the master scheduling software

B. *If the next step is an interview or other action that does not involve a WorkOne product*, the client should be referred to BES Team for further evaluation and scheduling. Clients should not be referred directly to a premier employer. Potential applicants may be interviewed by BES Team and then referred to the company for further evaluation or BES Team may make arrangements for time and location for interviewing by the company at the Work One center using master scheduling software.

VIII. Career or Skills Team Refer Clients to Non-BES Jobs

Career or Skills Team members or their clients may find job opportunities listed in the job matching system by non premier employers who are not listed with the BES Team. Referrals should be made to these positions directly to the employer through the procedures of the job matching system.

Non premier employers who are not listing their positions through the job matching system may be contacted directly by a Career or Skills Team member for possible job opportunities for their clients.

The BES Team should be notified of employers contacted for job development by Career and Skills Team members for evaluation for possible additional assistance and change to premium services.

IX.   BES Follow-up with Employers
BES Team members will periodically contact employers to check hiring status and satisfaction with applicant referrals. Follow up should occur every two weeks.

A. BES Team member will check to ensure the applicants referred have met the employer's qualifications and required skills.
B. Review the number of applicant referrals and inquire how many more (if any) should be made.
C. Make changes in the job order as needed and if appropriate based on employers request; i.e. referral instructions may change from 'Call employer to apply' to 'Mail, fax or email resume to apply. No phone calls accepted.'
D. Enter any changes in the job order history and communicate through *The Daily BS* if it affects skill requirements, salary information, referral instructions or other changes that will affect applicants.
E. Any information about hiring of specific clients gained in the course of this follow-up should be entered into the tracking system (could be case notes) or communicated to the QA staff

REACH Administration Processes

Reception Process

Overview
In this process, Team member will answer all incoming calls and greet all customers in a friendly and courteous manner.

Phone calls:
- All calls are answered promptly.
- All messages will be removed from voice mail and calls returned daily.
- The REACH center will receive calls from customers requesting information and assistance on a wide variety of topics. The following table will help with the appropriate response or action:

Employer is seeking qualified applicants	Calls should be directed to the REACH employer services specialist
Employer wants to schedule WorkKeys®	Follow scheduling process.
Employer needs WorkKeys® scores	Look up WorkKeys® scores for the applicant that the employer is requesting in TrackOne.
Employer inquiring about services at the REACH Center	Calls should be directed to the REACH employer services specialist
Applicant wants to schedule for WorkKeys®	Team member will inquire which employer the applicant is wanting to assess for and follow the process for that employer from the Employer Scheduling Processes table.
Applicant wants to retest for WorkKeys®	Team member will inquire which employer the applicant originally assessed for, look up current scores in TrackOne and determine the date the original assessment was taken. If the applicant has tested in the last 30 days, they must complete the remediation requirement. If this is the applicant's 2nd time to retest, they must wait 90 days from the original retest date. (IDWD SOP W-11)
Applicant received WorkKeys® scores and needs explanation	Look up scores in TrackOne, inquire what

	employer they assessed for and review what scores are profiled for that position. If the applicant did not meet the required levels: Review with the applicant what the profiled scores are and how they can use KeyTrain to improve their scores. Review the procedures with the client for retesting. If the applicant did meet the required levels: Review the scores with the applicant, inform the applicant of the day that the scores were sent to the employer and inform the applicant of the employer's hiring process.

Walk In Customers
- Greet the Customer: The first point of contact with all customers is the lobby area of the REACH center. REACH center staff will greet the customer in a friendly manner.
- The following table can assist REACH center staff with most of the customers that visit the REACH center:

Applicants here to take the scheduled WorkKeys® assessments	Have them take a seat in the lobby and let them know where the restrooms are located and advise the applicant that the WK proctor will come out and get them when the assessment session is ready to begin. If the applicant comes to the WorkKeys® session late, the applicant will need to be rescheduled. Follow the scheduling process.
Applicants here to fill out applications for WorkKeys® companies	Refer applicant to their local WorkOne to meet with a member of the Talent assessment Team.
Applicants here to find a job	Refer applicant to their local WorkOne to meet with a member of the Talent assessment Team.
Employer visit	Greet employer and ask if they have an appointment with one of the Employer Services group member. If not, advise a group member that an employer is here to discuss the enhanced services available to

Business and Employer Services Team   Revised: 02/28/08   Effective:

	them.

WorkKeys® Scheduling Process

Overview
In this process, examinees and job seekers will be scheduled for required WorkKeys® assessments. A monthly calendar will be maintained by each REACH center. The number of assessment sessions will be determined by the level of demand.

Applicant calls in to REACH center
- Inquire what employer the applicant will be assessing for and review employer requirements for scheduling from the Employer Scheduling table.
- Open the schedule. Schedule is stored on the Shared drive for each REACH center.
- Verify applicant is registered in TrackOne, if not refer to WorkOne to be fully registered; tentatively schedule for WK and indicate what types of ID's to bring
- Verify if applicant has previously assess for WorkKeys® and print out previous WorkKeys® scores to place in session folder for that scheduled day.
- Locate open time in an established session for requested employer.
- Enter applicant information
    - Name
    - Applicant id
    - Assessments required
- Place initials of the person who scheduled the applicant in the appropriate spot

Applicants may also be scheduled into pre-established sessions by Career or Skills Team members using master scheduling software.

Employers who have been scheduling directly will be encouraged to have applicants go to WorkOne to register first.

Assessment sessions will be scheduled at satellite locations by the REACH Team on an as needed basis. Proctors for these sessions will come from satellite offices or from REACH centers depending on schedules and availability.

All residents from the State of Indiana are permitted to take the WorkKeys® Career Readiness Certificate. There will be weekly assessment sessions for job seekers to schedule for the Career Readiness Certificate.

WorkKeys® Assessments Proctoring Process

Overview
In this process, staff administering the assessments must follow certain procedures to ensure that WorkKeys® assessments are delivered consistently throughout the Region. American College Testing Program, Inc. (ACT) procedures and IDWD Standard Operating Procedures provide detailed instructions that ensure validity and reliability standards are met. (IDWD SOP W-7 and W-8)

Steps to Prepare for Administering the Assessment Process

Each REACH center will need to designate testing rooms. Test rooms should have adequate writing surfaces, good lighting, comfortable temperatures, a quiet atmosphere, freedom from distraction, and ample room for seating.

For all WorkKeys® assessments, seating should be:
- Arranged in straight columns and rows to facilitate the distribution of assessment materials, which must be handed out in numerical sequence.
- Arranged with a minimum of three feet between each examinee.
- Arranged for the video-based assessments with examinees no farther than 20 feet from the monitor.

Testing materials must be stored and locked in a secured location.

Determine the duration of the testing session based on the time of each assessment to be given.
- Teamwork – 65 minute video
- Observation – 65 minute video
- Listening/Writing – 30 minute audio
- Applied Mathematics, Applied Technology, Locating Information, Reading for Information – 45 minute assessment

Prepare the testing room for the examinees in advance.
- Each testing spot should have a blank white envelope, 2 - #2 soft lead sharpened pencils and one eraser
- A calculator is required for each examinee for Applied Mathematics.

Once the staff has reviewed the file of the examinees testing in the group, pull the necessary supplies. The supplies required for the assessments may include:

- Assessment Booklets and Standard Answer Documents - Applied Mathematics, Applied Technology, Locating Information, Reading for Information
- Videos and Standard Answer Documents – Observation, Teamwork
- CD and Combined Answer Document – Listening, Writing and Listening and Writing

Complete the front page of the WorkKeys® Testing Conditions Report (refer to the sample on page 9 of the WorkKeys® *Directions for Administration* manual). Staff will need to complete the back page of the WorkKeys® Testing Conditions Report once the examinees have been seated.

Steps for Administering the Assessment Process

Pull the folder for the WorkKeys® session.

Go to lobby and invite all examinees to the testing room.
- As examinees enter, staff will verify identification by viewing valid photo I.D.
- Each examinee will sign the sign-in sheet
- Staff will verify that examinees are entered in Track One and the job matching system. Examinees not entered will be asked to complete the 10 Demographics and given information about self registration in the job matching system.
- Once all examinees have been seated, complete the back page of the WorkKeys® Testing Conditions Report.
- If administering more than three assessments, a 15 minute break is given after the second assessment.

Begin the assessment session.
- Read Welcome statements.
- Have examinees complete answer document. Refer to page 11 of the WorkKeys® *Directions for Administration* for verbal instructions for completing the answer document. Verbally read all text printed in the gray darkened areas from pages 11 to 14.

Administer assessments
- Instructions for each assessment are located on the following pages. Read all text in gray shaded areas.
  - Applied Mathematics – pages 19 to 23
  - Applied Technology – pages 24 to 28
  - Locating Information – pages 29 to 33
  - Reading for Information – pages 34 to 38
  - Observation – pages 39 to 43
  - Teamwork – pages 44 to 48
  - Business Writing – 49 to 52
  - Listening & Writing – 53-60

Once all assessments are completed, be sure to collect all materials from the examinees before dismissing them. After all examinees have left, lock all assessment materials away in the designated area.

Irregularities
In some sessions, issues may arise that would cause an irregularity in the assessment session. Please see page 3 of the *WorkKeys® Administrator Manual* for a list of irregularities. Complete the *WorkKeys® Testing Irregularity Report* located on page 5 and place it in the file for that session.

Special Accommodations
In some instances, some examinees would need special accommodations. Please see pages 5-7 of the *WorkKeys® Test Coordinator Manual* for specific processes and additional requirements for these accommodations. See Appendix A, Table 2 & 3 (pg 36) for accommodation codes and descriptions.

WorkKeys® Assessments Scoring Process

Overview
In this process, staff must follow scoring steps and use Express Score software.

Open Express Score Software
- Double click on Express Score icon located on WorkKeys® computer.
- Click "ok" when Express Score window pops up.

Score assessments:
- Sort Answer documents first by Employer.
- Alphabetize answer documents by examinee's last name.
- Count number of answer documents.
- Separate answer document pages by tearing along the perforation.
- Place the first employer group on scanner tray so page # 1 faces up. (Page # 3 placed right behind page # 1.)
- Click on File, then choose New, then click on Batch.
- When billing information icon pops up choose Government Funded, and then click OK.
- New Batch Information icon pops up choose the employer in client name pull down menu.
  - Enter batch name – employer and date (CTI 080808)
  - Date of assessment will automatically appear with today's date, change if assessment session is from another date
  - Select answer document type – Blue (Standard Answer Document) or Maroon (Combined Essay Educational Answer Folder)
- Click on scan documents
- Scanning will begin and when complete window will pop up to indicate scanning is completed
- Close pop up window
- Batch is complete window will pop up, click OK
- Go find batch in files on left of screen
- Open batch
- Verify that entire batch was scanned and loaded.
- Look at the Error Flag column.
  - If the examinees are all "N"'s your file is OK to transmit.
  - If you have any "E"'s you will have to fix them before you transmit the batch. Double click on that examinee's name and click on Test Tab. The test with the error will have a yellow flag and will need to be fixed before proceeding. Sometimes it is just a duplicate test and you can delete this test or you may need to pull the examinee's test booklets to check for the test form # or the booklet #.
- Highlight the examinees names
- Click on Process, then click on Transmit for Scoring. A pop up window will appear, click on Transmit for Scoring.
- Wait patiently.
- Once your batch has processed, click cancel.
- Transmission Report automatically prints out. Place in WorkKeys® session folder.
- Business Roster report prints out, place in WorkKeys® session folder.
- Select 1 Examinee Memo Report
- Click on reports. Select 1 Business Roster Format to print.

- <u>Reporting WorkKeys® Scores</u>

Overview
WorkKeys® scores are reported to the employer and mailed to the examinee within 24 hours.

Report scores to the Employer:
- Print *Examinee Roster Report* from Express Score.
- Verify that examinees who were not registered in the job matching system prior to testing are now registered.
- Report the scores to the employer by the preferred method stated in the Employer Scheduling table.

Report scores to the Examinee:
- Print *Memo to Examinee* from Express Score.
- Mail out *Memo to Examinee* and pass/fail letter in the envelope the examinees completed in the assessment session. If the examinee has earned a certificate, mail the *Memo to Examinee*, pass/fail letter, certificate and Governor letter all in a large envelope so that the certificate is not folded.
- Notify examinee that scores have NOT been sent to employer if examinee was not found as registered in the job matching system

Examinees who do not pass will receive information about Key Train with their scores, and will receive a letter advising them to return to WorkOne for more services.

Career Team or Skills Team members may view scores on Track One and/or job matching system; they will not be reported directly.

Key Train Remediation Process
Overview
Key Train Remediation is a tool used by examinees to study for the WorkKeys® assessments or to practice and improve WorkKeys® scores. This tool must be used for remediation if retesting is required.

KeyTrain Remediation can be accessed by staff and examinees two different ways: either online or any WorkOne.

KeyTrain Remediation Online:

- All staff are assigned as instructors for KeyTrain Remediation online. If any staff member does not have a user name and password they need to contact the Regional KeyTrain Remediation administrator.
- Go to www.KeyTrain .com and click on "Run Key Train Online"
- Install the web player when prompted.
- Set up a Student Account
    - o From the main administrator menu, click on "Student Accounts", then "Add New Student".
    - o Fill in the student's name, username and password. Use the student's last name, then first name as the user ID and the following format for the password. First initial of first name, followed by the last 4 of the social security number, followed by the first initial of the last name. i.e. – L2222M
    - o Include in the group field the employer that they are assessing for or the name of the group. For example, a student who is part of a group that you later want to remove, such as a graduating class.
    - o Record the username and password. Click on "Save and Close".
    - o If the student calls and asks for the password to be reset, go into the student record, change the password and click on "Save and Close."
- Assign a Lesson.
    - o From the main administrator menu, click on "Assign Lessons", then click "Assign to Student".
    - o Enter the student's name or user id to search for the student's record.
    - o Click on the notebook in the right column next to the student's name.
    - o A menu will appear will all the assessments listed.
    - o Click on the course you want the student to study in.
    - o If the student is preparing to take the WorkKeys® for the first time, place a check mark in the right column "Assigned" next to the pretest.
    - o If the student is studying to retest a specific assessment, place a check mark in the right column "Assigned" next to the level that is required.
    - o Change the Max. Quiz attempts to 20 for each lesson assigned.
    - o Click on "Apply", then "Close".
- Inform student of website, user name and password. Give instructions on how to log into the system.
    - o Go to Key Train Remediation online using the web address above.
    - o Click on run Key Train Remediation online located on the right side of the screen. It is the 3rd choice.
    - o This will bring up a new screen with a box for your user name and password.
    - o Enter your information.

- o You may have to load a software package on your computer. This will allow you to be able to view all the graphs, pictures and special screens necessary for the program to be successful.
  - o Then you will be in the program.
  - o Choose which element you would like to study...
- Click on the "Home" icon in the top left corner to return to the main menu.

KeyTrain Remediation in the Local WorkOne:

If you have a classroom or computer lab where student will be accessing KeyTrain Remediation, then install the web player before the students arrive. From each computer, either log in with your administrator account, or go to http://run.keytrain.com/setup to install the player on each computer.

- Click on KeyTrain icon on the desktop
- Log in as administrator
- Set up the student account
  - o From the main administrator menu, click on "Student Accounts", then "Add New Student".
  - o Fill in the student's last name and first name. The computer will automatically assign a user name.
  - o Assign a password - First initial of first name, followed by the last 4 of the social security number, followed by the first initial of the last name. i.e. – L2222M
  - o Record the username and password. Click on "Save and Close".
- Assign a Lesson.
  - o From the main administrator menu, click on "Assign Lessons", then click "Assign to Student".
  - o Enter the student's name or user id to search for the student's record.
  - o Click on the notebook in the right column next to the student's name.
  - o A menu will appear will all the assessments listed.
  - o Click on the course you want the student to study in.
  - o If the student is preparing to take the WorkKeys® for the first time, place a check mark in the right column "Assigned" next to the pretest.
  - o If the student is studying to retest a specific assessment, place a check mark in the right column "Assigned" next to the level that is required.
  - o Change the Max. Quiz attempts to 20 for each lesson assigned.
  - o Click on "Apply", then "Close".
- Inform student of user name and password. Give instructions on how to log into the system.
  - o Click on KeyTrain icon on desktop.
  - o Enter username and password.
  - o Choose which assessment you would like to study...

(IDWD SOP W-11)

Ordering or Returning Supplies Process

Overview
In this process, the designated Team member will maintain inventory to meet the needs of the WorkKeys® assessment levels determined by the monthly demands.

A. Ordering assessment materials may be done by phone, fax or mail. All materials should be checked in immediately. All materials should then be secured in the locked cabinets. (IDWD SOP W-12)
   1. Fill out the *WorkKeys® Materials Order Form*. This form is included with each new order. These forms should be kept in one central location to use on the next order.
      a. Write the quantity of each assessment and answer document to be ordered.
      b. Fill out address for which materials are to shipped to.
      c. Sign and date form.
   2. To order by phone, call 319-337-1467 and place order with customer service representative.
   3. To order by fax, fax the *WorkKeys® Materials Order Form* to the Attention of: ACT WorkKeys®, fax number 319-337-1467.
   4. To order by mail, mail form to: ACT WorkKeys® Customer Services-70
                                                       2727 Scott Blvd.
                                                       Po Box 1008
                                                       Iowa City, IA 52243-1008

B. Returning testing materials and answer documents used in WorkKeys® assessments must be done in accordance with procedures of the American College Testing Program, Inc. (ACT). (IDWD SOP W-12)

   1. Sort the used booklets by assessment.

   2. Put booklets in numerical order by booklet number.

   3. Record these numbers on the Packing List.

   4. Include a copy of the packing list in the first box of materials to be returned.

   5. Seal box. Make sure the box is taped securely at least twice around the top.

   6. Go onto UPS.com and complete the shipping label and request for pick up.

      a. UPS.com
      b. Enter user id and password
      c. Find shipping address – WorkKeys®
      d. Select shipping address
      e. Edit the shipper
      f. Edit the pick up site
      g. List how many boxes for pick up.
      h. Print the label
      i. Put label in clear label envelope on each box.
      j. Print Site code on sides of box.

Refer to page 61 in the WorkKeys® *Directions for Administration* manual

II. Databases and Master Lists

Overview
In this process, the Team member is to enter and maintain WorkKeys® scores and Assessment information into the TrackOne, CS3 (*new job matching system), and Access databases. Assessment scores are entered on applicants' records and can be used in the match process for CS3*. The customer will already be registered in CS3 and in TrackOne.
(IDWD SOP W-9). Process also includes maintaining WorkKeys® Master Score list, Employer Scheduling Table and REACH center statistics.

A. Entering Applicant Scores into CS3 (IDWD SOP W-9)
   1. Open the applicant's record and click on Skill Set Tab.
   2. Click on the sub-tab for WorkKeys®.
   3. Enter assessment scores and enter date as the day they assessed.
   4. A comment section is available for brief comments necessary in the retaking of the assessments, etc.
   5. When applicant scores are posted, a Testing/WorkKeys® service will automatically be generated.
   6. If applicant receives a certificate, the appropriate certificate will auto populate.

B. Entering Applicant Scores into TrackOne
   1. Enter the applicant's scores into TrackOne and/or the job matching system
   .

C. Entering Applicant Scores into Access
   1. The access database for Region 4 is maintained at the Lafayette REACH center.
   2. Kokomo REACH center will forward WorkKeys® scores, client name, social security number, address, date of birth, location of test, company applied for, gender, highest education level, and county of residence.
   3. Enter WorkKeys® scores, client name, social security number, address, date of birth, location of test, company applied for, gender, highest education level, and county of residence into the Region 4 WorkKeys® Access database for each client daily.
   4. Report requested statistics to Regional Operator and Regional Coordinator quarterly.
   5. New reports will be built into TrackOne and this database will be replaced by TrackOne data.

D. Maintain Master list for the WorkKeys® assessments for Region 4.
   Each REACH center is responsible for updating the master list when they receive new profiles or when a profile has been changed for their area.
   1. Enter Employer name, location of employer, position profiled, profiled scores
   2. When an update has been made to the master list, an email will be sent to all staff in Region 4 to update them on the new list.

E. Maintain Employer Scheduling Process table
   Each REACH center is responsible for updating the employer scheduling processes when a new employer joins the WorkKeys® family or when an employer makes changes to the current process.
   1. Enter employer name, how scores are reported, contact name, contact phone number, fax number and email address.
   2. When an update has been made, an email will be sent to the REACH staff to update the new processes.

F. Maintain REACH center statistics worksheet

Each REACH center is responsible for daily updates to the yearly statistics report.

1. Enter date of assessment, number of examinees scheduled and number who were present, number of examinees who passed and failed the appropriate levels for that position, percentage of those examinees who passed and failed
2. Report statistics to Regional Operator and Regional Coordinators monthly. Yearly statistic reports will include sections for:
   a. Assessed for employers
   b. Assessed for REA/UI Profiling
   c. Assessed for emerging workforce, High School students

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